



Last Updated: 03/09/2022

Update to the Incontinence Durable Medical Equipment and Supplies Program (2nd Memo) — Effective 01/01/14

The purpose of this memorandum is to highlight changes the Department of Medical Assistance Services (DMAS) is making to the Durable Medical Equipment and Supplies (DME) Program related to incontinence supplies, specifically, diapers, pull-up, liners and chuxs.

Based on the Request for Proposal (RFP) process, DMAS awarded a sole contract for the provision of incontinence supplies for all Medicaid fee for services members in the Commonwealth to **Home Care Delivered (HCD)**. Effective January 1, 2014, all Medicaid members will order and receive their supplies through **HCD**.

Home Care Delivered

11013 W. Broad
Street, 4th Floor
Glen Allen, Virginia
23060

Phone: 866-268-6864 (toll free)

Fax: 866-268-4127

The continued use of A4335 - Incontinence Supplies - Miscellaneous is **no longer permitted** under the implementation of this contract. Home Care Delivered is the only vendor approved for provision of any type or size of incontinence product. Other providers may not provide incontinence supplies using the A4335 HCPCS code.

DMAS requests that all affected providers assist the Medicaid member(s) through the process for a smooth transition. Current DMAS providers may continue to provide incontinence products through 12/31/13.



MEDICAID MEMO

The process for approval of overages of the allowed amount will not change from the existing service authorization process. However, outlined below are some procedural changes that DMAS wanted to make you aware of during the transition.

- Service authorizations (formally called prior authorizations) for incontinence supplies will be received and processed only up until close of business on December 31, 2013. All requests will be 1) end dated effective 12/31/13 or 2) processed with the requested end date submitted by your agency.
- Service authorization requests with dates of service that begin after December 31, 2013, will not be processed.

Medicaid Memo:
Special December
4, 2013

Page 2

- DMAS will end all current service authorizations that extend past December 31, 2013, as of that date and all other service authorization will be transferred to HCD.
- Incontinence services authorized and provided under this program prior to January 1, 2014, may be billed for up to one year following service delivery within the established service authorizations and claims processing timeframes.
- Payment will not be made for incontinence services provided through the DMAS DME program for the dates of service on or after January 1, 2014.

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx to learn more.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00



MEDICAID MEMO

a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com (888) 661-5657	Siemens Healthcare (HDX Division) www.hdx.com (610) 219-1600	Emdeon www.emdeon.com (877) 363-3666	Availity, LLC www.availity.com support@availity.com (800) 282-4548	Dorado Systems, LLC www.Doradosystems.com sales@doradosystems.com (856) 354-0048
---	---	--	---	---

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.